



RECEIVED
CENTRAL FAX CENTER
NOV 18 2004

600 Hidden Ridge Drive
Irving, Texas 75038
MailCode HQE03H14
Phone: 972718-4800
Fax: 972718-3946
E mail:
christian.andersen@verizon.com

Intellectual Property Law Group

Verizon Corporate Services Group Inc

To: U.S. Patent and Trademark Office - From: Christian R. Andersen
Examiner: H.A. AGDEPPA Sr. Paralegal - Intellectual Property
Group Art Unit: 2642

Fax: 703-872-9306

Pages
with 4
Cover.

FORMAL SUBMISSION OF:

- 1) Petition for One Month Extension of Time; and
- 2) Notice of Appeal Under 37 C.F.R. § 41.31.

Title: METHOD AND SYSTEM FOR CALL CENTER SCREENING
Serial No. 09/692,926
Filing Date: October 20, 2000
First Named Inventor: Douglas J. COWELL
Atty. No. 00-5019

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: November 18, 2004

97742 V1